



Nicholas
Associates
Group



LEARNING CURVE
GROUP

Flexible Learning Qualifications



**Fully funded short-term
training that delivers
long-term results**

Fully funded courses available

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Understanding behaviour that Challenges



Aged 19+ at the beginning of the academic year



Lived in the EU for 3 years



Available fully funded

Description

Challenging behaviour is causing increasing concern today as many individuals have increasing levels of stress and uncertainty in their lives. This behaviour can be due to factors such as anxiety, neglect, abuse, learning disabilities and conditions like dementia. Understanding the causes of challenging behaviour is the first step towards finding ways to support individuals and manage their behaviour.

Benefits

- Achieve a nationally recognised Level 2 qualification
- Improve your understanding of the reasons why individuals display behaviour that challenges and its impact
- Further your personal and professional development Be able to support individuals effectively
- Learn at a time that suits you without the need to attend college

What you will learn

- Understand Behaviour That Challenges
- Understand How to Support Positive Behaviour
- Understand the Importance of Effective Communication and the Management of Behaviour That Challenges
- Understand the Role of Reflection and Support for Those Involved in Incidents of Behaviour that Challenges

Principles of business administration



Aged 19+ at the beginning of the academic year



Lived in the EU for 3 years



Available fully funded

Description

There were an estimated 5.5 million private sector businesses in the UK at the start of 2016. Despite the re-cent economic difficulties, the trend has been steadily increasing in the business population. Today's global economy brings with it a wealth of new markets, shrinking profit margins and increasing operating expenses: the need for good business administration has never been greater.

[Enrol here](#)

Benefits

- Achieve a nationally recognised Level 2 qualification
- Evidence your competency to employers
- Further your personal and professional development
- Learn at a time that suits you without the need to attend college
- Gain relevant skills, knowledge and understanding, leading to improved experience for those using your services

What you will learn

- Principles of Providing Administrative Services
- Principles of Business Document Production and Information Management
- Understand Communication in a Business Environment
- Understand Employer Organisations
- Understand How to Develop Working Relationships with Colleagues

Enabling people to be their best

Creating a business start-up



Aged 19+ at the beginning of the academic year



Lived in the EU for 3 years



Available fully funded

Description

Over half a million businesses are started every year; however, 30% of these fail within the first two years. Having a better understanding of the initial processes and requirements of a business start-up can increase the chances of your business succeeding. If you're looking to start your own business, or already have a business but want to develop and progress your business plan, this qualification will support you with the skills and knowledge you need.

Benefits

- Achieve a nationally recognised Level 2 qualification
Further your professional development
- Learn at a time that suits you, without the need to attend college

What you will learn

- Initial steps for a business start-up Marketing for a business start-up
- Legal and financial considerations when starting a business
- How to develop a business plan

Understanding business improvement techniques



Aged 19+ at the beginning of the academic year



Lived in the EU for 3 years



Available fully funded

Description

Improving business performance is vital for any business. Making improvements that are more efficient - such as saving on time or costs - can have huge benefits to an organisation, particularly in competitive business environments. This qualification aims to build knowledge on the study of business improvement techniques, including workplace organisation, building effective teams and managing working relationships. It will also teach the importance of improving processes & procedures using visual management systems & flow process analysis.

Benefits

- Achieve a nationally recognised Level 2 qualification Further your professional development
- Learn at a time that suits you, without the need to attend college

What you will learn

- Safe and effective team working
- Principles and techniques that support workplace organisation
- An understanding of continuous improvement techniques (Kaizen) and their application in the workplace
- How to use visual management systems Problem-solving techniques
- How to carry out flow process analysis

Generic and specialist cleaning Principles



Aged 19+ at the beginning of the academic year



Lived in the EU for 3 years



Available fully funded

Description

With a UK industry turnover estimated at £4.7 billion in 2011, cleaning is one of the largest business sectors in the UK. It underpins many aspects of life today and is essential for the prevention of disease and spread of infection. People actively seek out clean, safe and comfortable environments, so having highly skilled cleaning workforce is essential.

Benefits

- Achieve a nationally recognised Level 2 qualification
- Evidence your competency to employers
- Further your personal and professional development
- Learn at a time that suits you without the need to attend college
- Improve your understanding of the various dangers of contamination and spread of disease

What you will learn

- Dealing with Routine and Non-routine waste
- Health and Safety for the Cleaning and Support Services Industry
- Working with others in the Cleaning and Support service Industry
- Cleaning of interiors and Wash rooms

Children and young peoples mental health



Aged 19+ at the beginning of the academic year



Lived in the EU for 3 years



Available fully funded

Description

Mental health problems affect around 1 in 10 children and young people. These issues include depression, anxiety and conduct disorder and can often be a direct response to occurrences in their lives. Emotional well-being is just as important as child's mental health, therefore it is important for those working with children and young people to have a good understanding of the concepts, risk factors and impact of mental health.

Benefits

- Achieve a nationally recognised Level 2 qualification
- Evidence your competency to employers
- Further your personal and professional development
- Gain an understanding of risk factors which may affect the mental well-being of children and young people
- Learn at a time that suits you without the need to attend college

What you will learn

- Understand Children and Young People's Mental Health in Context
- Understand factors which may Affect Children and Young People's Mental Concerns
- Understand the impact of Children and Young People's Mental Health Concerns
- Understand how to Support Children and Young People with Mental Health Concerns

Understanding climate change & environmental awareness



Aged 19+ at the beginning of the academic year



Lived in the EU for 3 years



Available fully funded

Description

Sustainability is quickly becoming a high priority for many businesses. Making moves towards becoming a 'greener' organisation can also provide cost saving initiatives, such as reducing waste or saving energy.

This qualification covers the nature of climate change and the role that individuals, businesses and other organisations play in helping to reduce carbon emissions. This course gives the knowledge and understanding for individuals to act as drivers of positive change within the workplace and at home.

Benefits

- Achieve a nationally recognised Level 2 qualification
- Evidence your competency to employers
- Further your personal and professional development
- Learn at a time that suits you without the need to attend college
- Increase your understanding of environmental awareness and act as a champion in the workplace

What you will learn

- Understand climate change, sustainability and environmental protection
- Understand industry and the environment
- Understand resource efficiency and waste management

Customer service



Aged 19+ at the beginning of the academic year



Lived in the EU for 3 years



Available fully funded

Description

In order to have a truly successful business, you need to provide good customer service. It is believed that 96% of unhappy customers don't ever complain; however, 91% of those simply leave and never come back. The main reason for customer churn is not price but bad customer service. Handling a business's issues in a professional and courteous manner is an essential day-to-day task.

Benefits

- Achieve a nationally recognised Level 2 qualification
- Evidence your competency to employers
- Further your personal and professional development
- Learn at a time that suits you without the need to attend college
- Improve your understanding of how to successfully handle complaints
- Reduce the risk of complaints

What you will learn

- Principles of Customer Service and Delivery
- Understand Customers
- Understand Employer Organisations

Understanding excellence in customer service for hospitality



Aged 19+ at the beginning of the academic year



Lived in the EU for 3 years



Available fully funded

Description

In the hospitality sector, staff are often the forefront of the business and first impressions are vital. It is therefore important that those working in hospitality are highly professional. Understanding how to communicate effectively, the importance of teamwork and the importance of maintaining food hygiene is essential for staff in these roles.

Benefits

- Achieve a nationally recognised Level 2 qualification
- Evidence your competency to employers
- Further your personal and professional development
- Learn at a time that suits you without the need to attend college
- Know about food allergy and intolerance requirements

What you will learn

- Principles of Customer Service in the hospitality sector
- Understand effective teamwork in the hospitality sector
- Understand Legislation and guidance relevant to the hospitality sector
- Understand professional personal standards in the hospitality sector

Understanding data protection and data security



Aged 19+ at the beginning of the academic year



Lived in the EU for 3 years



Available fully funded

Description

Data protection compliance is an essential legal requirement for all organisations. Since the general Data Protection Regulation (GDPR) came into force in May 2018, it is more vital than ever that everyone who works with personal data understands the laws and acts in compliance, as the penalties can be severe.

Benefits

- Achieve a nationally recognised Level 2 qualification
- Improve your knowledge of data protection and the importance of keeping data secure
- Further your professional development with skills that are vital for anyone who handles data
- Learn at a time that suits you, without the need to attend college

What you will learn

- Current data protection legislation, and how it is applied
- Organisational procedures concerning data
- Possible threats to ICT systems and data, and how to protect against them
- Consequences of not protecting data, and the impact of possible breaches

Digital Skills for Work



Aged 19+ at the beginning of the academic year



Lived in the EU for 3 years



Available fully funded

Description

It is estimated that 11.3 million adults in the UK do not have basic digital skills. Latest figures predict that within the next 20 years, 90% of all jobs will need some form of digital knowledge. This qualification enhances your competency in digital literacy skills, supporting you within your current job role or giving the opportunity for progression into a role where digital skills are required.

Benefits

- Achieve a nationally recognised Level 2 qualification Evidence your competency to employers
- Further your personal and professional development Online only qualification
- Improve your digital skills

What you will learn

- Understand how to protect devices and data
- Communicate socially and professionally using technology
- Apply digital skills in personal and business situations Use digital resources to facilitate their own career progression

Equality & diversity



Aged 19+ at the beginning of the academic year



Lived in the EU for 3 years



Available fully funded

Description

Offering clear and accurate information, advice or guidance and knowing what can be shared legally and professionally can greatly improve outcomes for a business. There are some fundamental rules for successful information sharing and ensuring staff are aware of these is key.

Benefits

- Achieve a nationally recognised Level 2 qualification
- Evidence your competency to employers
- Further your personal and professional development
- Learn at a time that suits you without the need to attend college
- Improve your understanding of current legislation and the key principles surrounding equality and diversity

What you will learn

- Equality and Diversity in Society
- Equality and Diversity in the Community
- Equality and Diversity in the Workplace

Principles of prevention and control of infection



Aged 19+ at the beginning of the academic year



Lived in the EU for 3 years



Available fully funded

Description

About 300,000 patients develop an infection in England each year while being treated by the NHS. Protecting people from infection is an essential element of providing high quality care, especially considering the capacity some potentially life-threatening infections have to spread within care environments

Benefits

- Achieve a nationally recognised Level 2 qualification
- Evidence your competency to employers
- Gain deeper understanding of good personal hygiene and maintaining a clean environment
- Further your personal and professional development
- Learn at a time that suits you without the need to attend college

What you will learn

- Principles of the causes and spread of infection in health care settings
- Principles of the importance of personal hygiene and health in the prevention and control of infection in health care settings
- Principles of decontamination, Cleaning and Waste Management in Health Care Settings
- Principles of Infection Prevention and Control in a Health Care Setting

Enabling people to be their best

Information, advice or guidance



Aged 19+ at the beginning of the academic year



Lived in the EU for 3 years



Available fully funded

Description

Offering clear and accurate information, advice or guidance and knowing what can be shared legally and professionally can greatly improve outcomes for a business. There are some fundamental rules for successful information sharing and ensuring staff are aware of these is key.

Benefits

- Achieve a nationally recognised Level 2 qualification
- Evidence your competency to employers
- Increase understanding of accurate record-keeping, effective signposting and referral
- Further your personal and professional development
- Learn at a time that suits you without the need to attend college
- Improve your understanding of effective communication techniques

What you will learn

- Information, advice or guidance in practice
- Developing interaction skills for information, advice or guidance

Lean organisation management techniques



Aged 19+ at the beginning of the academic year



Lived in the EU for 3 years



Available fully funded

Description

A lean organisation provides the greatest customer value with the fewest resources, a philosophy increasingly important in today's competitive business market. Around understanding of the concept and benefits of a lean environment, as well as knowledge of business techniques and working in teams, is essential. Our nationally recognised qualification is designed to provide individuals with an appreciation and understanding of some key principles of lean organisation management

Benefits

- Achieve a nationally recognised Level 2 qualification
- Evidence your competency to employers
- Further your personal and professional development
- Learn at a time that suits you without the need to attend college
- Improve your efficiency
- Help reduce materials and resource cost

What you will learn

- Learn Organisation Techniques in Business
- Business Improvement Tools and Techniques
- Working in Business Teams

Retail operations



Aged 19+ at the beginning of the academic year



Lived in the EU for 3 years



Available fully funded

Description

The retail industry is subject to a number of pressures these include change in shopping habits and the recent economic downturn which reduced consumer spending. However, as consumer confidence begins to grow, it is important that retail support staff are fully trained and equipped to represent your business and to meet the needs of your customers. As removing staff from the 'shop floor' applies pressure rotas, this training can be carried out in the learner's own time via our tried and tested flexible learning approach.

Benefits

- Achieve a nationally recognised Level 2 qualification
- Evidence your competency to employers
- Further your personal and professional development
- Learn at a time that suits you without the need to attend college
- Improve your handling of customer payments
- Improve how you deal with customer queries and complaints

What you will learn

- Understanding Customer Service in the Retail Sector
- Understanding the Retail Selling Process
- Understanding How individuals and teams contribute to the effectiveness of a retail business
- Understanding how a retail business maintains Health and Safety on its Premises
- Understanding Retail Consumer Law
- Understand how to deal with customer queries and complaints in a retail environment

Awareness of mental health problems



Aged 19+ at the beginning of the academic year



Lived in the EU for 3 years



Available fully funded

Description

Mental health presents one of the greatest challenges to our society. With an estimated 450 million people worldwide suffering from a mental health problem, around a quarter of British adults will experience some form of mental health problem within the course of a year. While many elements of mental health are still not understood, having a good knowledge of the information that is available is essential in the care sector.

Benefits

- Achieve a nationally recognised Level 2 qualification
- Increase understanding of symptoms and management of stress, anxiety and phobias
- Further your personal and professional development
- Gain a clear understanding of mental health legislation

What you will learn

- Understanding Mental Health Understanding Stress Understanding Anxiety Understanding Phobias Understanding Depression
- Understanding Post-Natal Depression
- Understanding Post-Traumatic Stress Disorder
- Understanding Bipolar Disorder Understanding Schizophrenia Understanding Dementia Understanding Eating Disorders
- Understanding Attention Deficit Hyperactivity Disorder
- Understanding Obsessive Compulsive Disorder

Mental health first aid & mental health advocacy in the workplace



Aged 19+ at the beginning of the academic year



Lived in the EU for 3 years



Available fully funded

Description

Around 450 million people currently experience mental health problems, with recent reports suggesting that over 12 million working days were lost due to work-related stress, depression or anxiety in just one year. It's important that employers are transparent and open about mental health issues, and this qualification builds an understanding of mental health problems and the support available to colleagues. Increasing the understanding of mental health of staff at all levels builds a culture of care and support.

Benefits

- Achieve a nationally recognised Level 2 qualification
- Evidence your competency to employers
- Further your personal and professional development
- Learn at a time that suits you without the need to attend college
- Increase your understanding of mental health and how to support people in the workplace

What you will learn

- Exploring mental health
- Understand how to support individuals with mental ill health
- Understand a mentally healthy environment

Understanding nutrition and health



Aged 19+ at the beginning of the academic year



Lived in the EU for 3 years



Available fully funded

Description

The number of obese people in the UK has more than trebled in the last 25 years reaching what many doctors believe to be 'epidemic' proportions. Insufficient nutrition can lead to a variety of health threatening conditions; understanding the benefits of a balanced diet and the role of nutrition in the prevention and treatment of disease is fundamental.

Benefits

- Achieve a nationally recognised Level 2 qualification
- Evidence your competency to employers
- Further your personal and professional development
- Learn at a time that suits you without the need to attend college
- Increase your understanding of food safety for the home environment

What you will learn

- Explore Principles of Healthy Eating
- Consider Nutritional Needs of a Variety of Individuals
- Use Food and Nutrition Information to Plan a Healthy Diet
- The Principles of Weight Management
- Understanding Eating Disorders

Improving Personal Exercise, Health and Nutrition



Aged 19+ at the beginning of the academic year



Lived in the EU for 3 years



Available fully funded

Description

Poor diet and lack of exercise are recognised as some of the major contributors to ill health. Regular exercise and a balanced diet help to reduce stress, improve sleep, reduce the risk of illness and increase life quality. Therefore, having a good understanding of diets, the role of nutrition in exercise and personal motivation is an important part of maintaining well-being.

Benefits

- Achieve a nationally recognised Level 2 qualification
- Evidence your competency to employers
- Further your personal and professional development
- Understand diet and nutrition for exercise
- Learn at a time that suits you without the need to attend college

What you will learn

- Understand health, well-being and exercise
- Understand the role of nutrition in exercise
- Plan and prepare for personal exercise and nutrition

Principles of team leading



Aged 19+ at the beginning of the academic year



Lived in the EU for 3 years



Available fully funded

Description

Strong team leadership is essential for providing guidance, direction and instruction within a group and inevitably leads to more effective teamwork and more motivated employees. Being able to manage a team effectively is critical in the current job market, where employee productivity and team outcomes are closely monitored.

Benefits

- Achieve a nationally recognised Level 2 qualification Evidence your competency to employers
- Further your personal and professional development
- Learn at a time that suits you without the need to attend college
- Understand the importance of clear communication

What you will learn

- Principles of Team Leading
- Understand Business
- Understand How to Communicate Work-Related Information

Principles of warehousing and storage



Aged 19+ at the beginning of the academic year



Lived in the EU for 3 years



Available fully funded

Description

The warehousing and storage of goods is an essential part of logistics operations within a business. Roles within this industry require great skill and organisation to coordinate the demand and supply of goods and ultimately meet customer needs.

Benefits

- Achieve a nationally recognised Level 2 qualification
- Evidence your competency to employers
- Understand the issues around storage and the purpose of a stock check
- Further your personal and professional development
- Learn at a time that suits you without the need to attend college
- Understand how to process orders and dispatch

What you will learn

- Introduction to Warehousing and Storage
- Understand how to Receive and Store Goods
- Understand how to Process Orders and Prepare them for Dispatch
- Understand how to Check Stock and Update Records Customer Service in Warehousing and Storage

Understanding workplace violence & harassment



Aged 19+ at the beginning of the academic year



Lived in the EU for 3 years



Available fully funded

Description

Workplace violence and Harassment can have huge consequences for employers, employees and the work environment. The Trades Union Congress (TUC) estimates that 29% of people have been bullied at work, and more than 1 in 3 people who report being bullied leave their job because of it. Understanding about effective communication and ways to reduce conflict in the workplace will help to create a more positive working environment, benefiting both employers and employees, and improving job satisfaction, health and well-being, and productivity.

Benefits

- Achieve a nationally recognised Level 2 qualification
- Further your professional development
- Learn at a time that suits you, without the need to attend college

What you will learn

- How to contribute to a positive and safe working environment
- How to reduce and effectively deal with violence in the workplace
- Understanding aggression, bullying and harassment in the workplace and how it can be prevented
- Understanding equality, diversity and inclusion in the workplace and the benefits to individuals and organisations



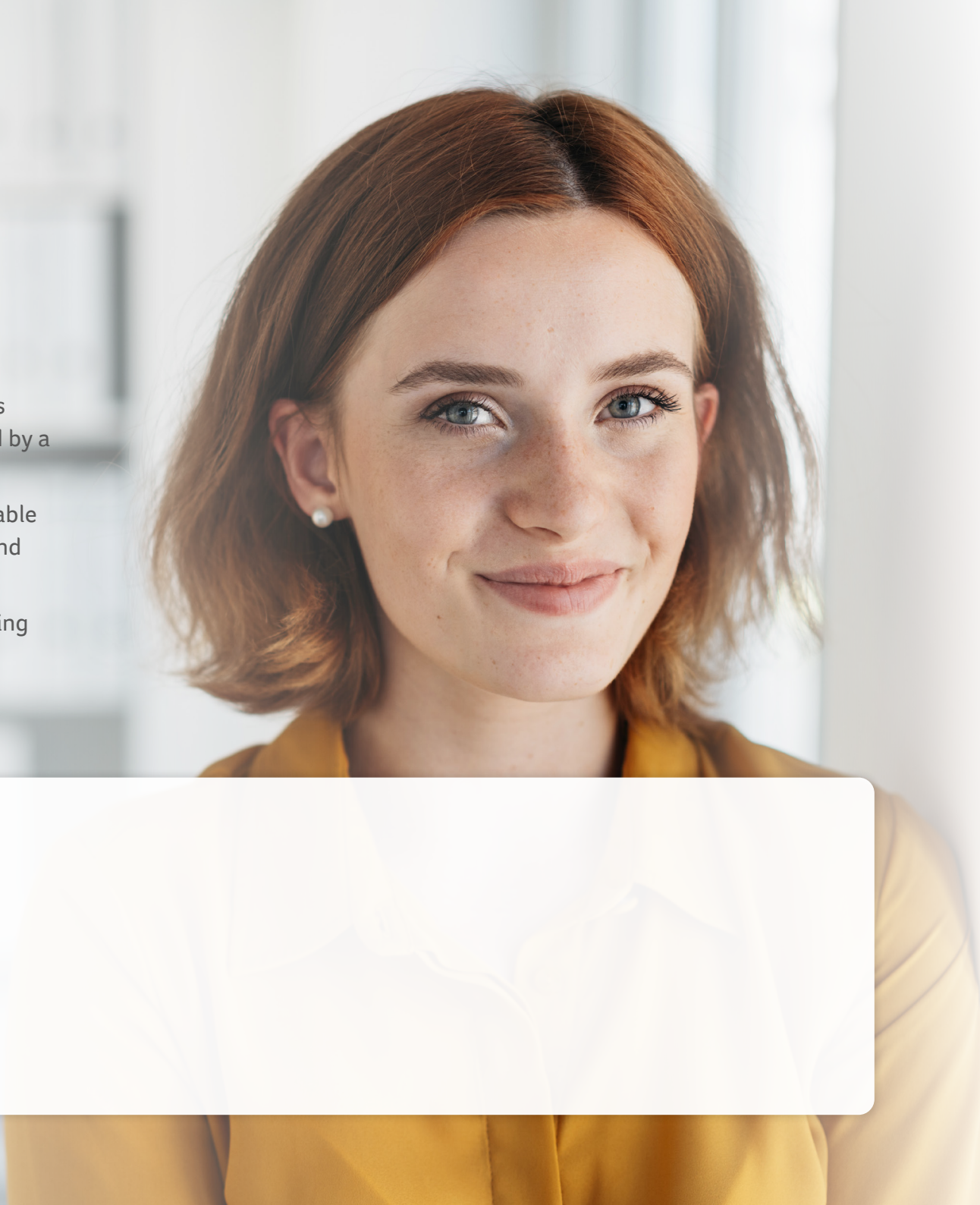
Ashley Kate
HR & Finance

The Wider Group

Ashley Kate HR & Finance are part of the Nicholas Associates Group. We have a strong proposition to market, underpinned by a clear strategy for growth.

We are ambitious and strive for success, our Mission is to enable people to be their best. We are passionate about engaging and nurturing the very best people.

Our Group of companies are specialists in their fields, supporting talent from Apprentice to Boardroom.





Ashley Kate
HR & Finance

Contact us

If you're looking for a new recruitment opportunity or want to find out more about what we can offer, please get in touch.

www.ashleykatehr.com

